



WRITER'S DIRECT LINE

December 26, 2012

Mr. and Mrs. [REDACTED]
[REDACTED]
[REDACTED]

RE: Lamarite Shingle Warranty Claim
Claim No. [REDACTED]

Dear Mr. & Mrs. [REDACTED]

With the sale of Lamarite shingles and accessories, TAMKO provided a limited product warranty which provides specific compensation to the owner of the building on which the shingles were installed.

The limited warranty provides for a limited right of the initial owner to transfer the limited warranty to a subsequent purchaser of the structure. The right of transfer is limited to one time in the first two years of the Term. No additional transfers are permitted. After the transfer period has expired, the roof condition may be taken into consideration between the original owner and any subsequent purchaser in the negotiation of the price of the property as no warranty would extend to the subsequent purchaser.

The limited warranty accompanies the application instructions and product literature. A notice that the purchase of the product is subject to the terms, conditions and limitations of the limited warranty is molded into each shingle tile. The application instructions and limited warranty are made available at TAMKO distributors, through TAMKO directly, or at TAMKO's public internet website. TAMKO makes this information available so that property owners (and their building contractors) may be informed and can consider the terms and conditions of the limited warranty as they determine which brand or type of roofing shingles to purchase.

Through these efforts, purchasers are able to make informed decisions regarding the specific coverages provided in the limited warranty when selecting their shingle installation. We follow the terms and conditions of the limited warranty in our product claims process to ensure both uniform and fair treatment of our customers.

[REDACTED]

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TAMKO has considered the information submitted to support the product claim for the Lamarite roof installation and has determined to deny your warranty claim at this time. The roof is reported installed in 2003 and your purchase of the property is reported as occurring in April 2011. Because more than 2 years passed after installation and before the transfer to you, the limited warranty will not apply to your claim.

If you have any questions, please do not hesitate to contact me.

Sincerely,

TAMKO Building Products, Inc.

By

[REDACTED]

Residential Warranty Services Manager

[REDACTED]